

Making a complaint or compliment to Beyond Housing



How we will handle your complaint

At Beyond Housing we are committed to listening and learning from our customers and we take all complaints seriously.

Having a clear way to tell us when things don't meet your expectations is important to you, along with a timely and fair response.

For further information please call us on **0345 065 5656** or email **customer.feedback@beyondhousing.co.uk**



Concerns

Our colleagues will focus on resolving these issues quickly, aiming for quick problem solving within three working days, without the need for a formal investigation.



Stage one

These issues require investigation and include where we have not been able to resolve a concern. We will acknowledge your complaint within two working days and let you know the name of the lead officer handling your complaint. We aim to resolve and respond to your complaint within 10 working days or agree an appropriate timescale with you.



Stage two

If you are unhappy with our stage one response, you can ask us to review your complaint at stage 2 within 28 days. We will acknowledge your request within two working days and let you know the name of the senior manager dealing with your complaint. We aim to resolve and respond to your complaint within 20 working days or agree an appropriate timescale with you.



Housing Ombudsman

If you remain unhappy with our response you can take your complaint to the relevant ombudsman service or regulatory body. We will also provide you with details of how to contact them in your response letter.



Financial Ombudsman

If a complaint relates to consumer credit activities, we are bound and regulated by the Financial Conduct Authority. If you aren't satisfied with our response, you can contact the Financial Ombudsman for advice.



Compliments

You may also want to tell us when we've got things right. This too helps us improve our service – as we'll keep doing the things that make you happy. So when you tell us, we will record it as a compliment and share it with our colleagues, to help us all understand what you value.

Who can I contact for support?

We will always try and resolve complaints to your satisfaction. However, if you need extra support or advice during our complaints process, you can contact the following:

Housing Ombudsman

Housing Ombudsman Service, PO Box 152,
Liverpool L33 7WQ

☎ 0300 111 3000

✉ info@housing-ombudsman.org.uk

Financial Ombudsman

Financial Ombudsman Service,
Exchange Tower, London E14 9SR

☎ 0800 023 4567

✉ complaint.info@financial-ombudsman.org.uk

Citizens Advice Bureau

☎ 0800 144 8848

✉ citizensadvicecd.org.uk

Shelter

Shelter North East, 140 - 150 Pilgrim Street,
Newcastle upon Tyne NE1 6TH

☎ 0344 515 1601

✉ shelternortheast@shelter.org.uk



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